

HOLYOKE RETIREMENT BOARD

TITLE: Administrative Assistant
REPORTS TO: Executive Director

The Administrative Assistant works under the general supervision of the Executive Director. Assists all members of the Holyoke Contributory Retirement System and staff by performing the following:

GENERAL STATEMENT OF DUTIES:

- Provides general assistance to members via telephone and on a walk-in basis as needed.
- Responds professionally, as assigned, to a variety of written and telephone inquiries from members and other clients including but not limited to basic retirement projections, creditable service requests and refund calculations.
- Maintains and updates active and inactive members' computer and paper files.
- Processes all new memberships, including providing assistance with applications, reviewing applications for completion, related data entry and follow through on requests to transfer balances and creditable service from other retirement systems.
- Calculates and processes refunds, transfers, make-ups and buybacks.
- Acts as liaison with payroll and human resource departments
- Responsible for employee contribution posting
- Researches all requests for service purchases
- Responsible for bank deposits
- Participates in all agency projects as needed
- Assists in member education programs.
- Will acquire a continually increasing knowledge of Chapter 32 and Board regulations
- Employee is required at times to perform maintenance duties, housekeeping and kitchen duties, and other ancillary duties necessary to the position which involve bending, climbing, kneeling, pushing, pulling and the lifting and carrying of heavy objects, including, but not limited to, office books and supplies, computers and other equipment and furnishings, files, books, trash receptacles, and water bottles

QUALIFICATIONS REQUIRED:

- 3-5 years' experience preferred.
- Associate's Degree preferred.
- Desire to work in an environment committed to team work and quality service.
- Ability to communicate effectively and professionally with the public.
- Excellent written and verbal communication skills.
- Ability to follow instructions and function both independently and as a member of a team.
- Ability to maintain harmonious relationships with the membership, employers, other members of the public and the Holyoke Retirement Board staff.
- Must be flexible and able to handle a multitude of tasks.
- Commitment to competent, compassionate service at all times.
- Experience with Microsoft Word and Excel required.
- Experience with PTG Systems preferred.

COMPENSATION AND WORK SCHEDULE

8:30 a.m. to 4:30 p.m. Monday through Friday

Salary commensurate with experience. Benefits include health, dental, life insurance, 457(b) plan and paid time off. Educational opportunities available.

APPLICATION PROCESS

Please provide a resume and letter of interest by May 31, 2023 to:

Holyoke Retirement Board
20 Korean Veterans Plaza, Room 207
Holyoke, MA 01040

or

adulude@ret.holyoke.ma.us